WORLD CLASS
SERVICE DESK

TRAINING &
DEVELOPMENT

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WHY CHOOSE US?

Industry Thought Leaders

Service Desk Institute (SDI) is in a unique position; as the creators of the Global Best Practice Standard for Service Desk and Professional Standards, our courses are always built on the latest industry trends, best practice and insight for future proofing your service.

This means that when you book an SDI course, you can be confident the content will be relevant, practical and strategic, designed to make a real difference to your service and your team.
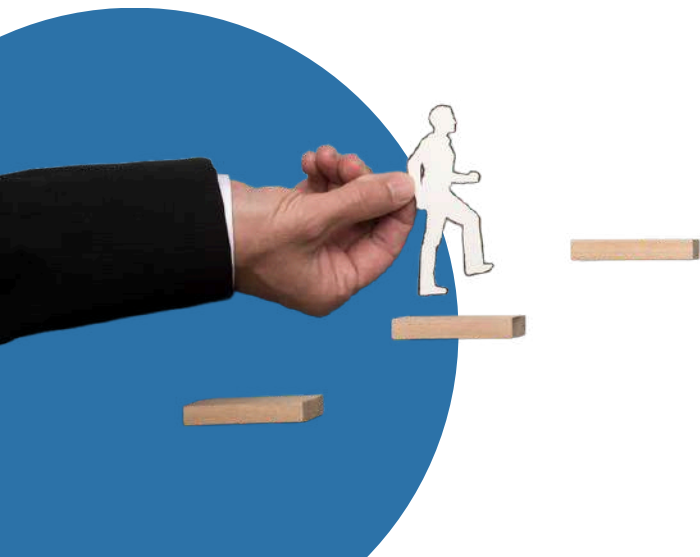
Passion

SDI's Mission is to inspire service desks & support teams to be brilliant. Our expert trainers share this passion which is perhaps why SDI courses are so highly regarded by delegates and even by their colleagues once they return to the service desk!

With an abundance of industry knowledge and experience, our trainers are dedicated to developing people and supporting them in raising the quality of service in our brilliant ITSM community.

Continuous Improvement

You're only as 'up to date' as your last update! Whether you're an analyst, team leader or IT service delivery manager, service desk professionals at every level need to keep up to date with the latest industry topics and techniques to stay ahead of the curve and keep their customers happy by delivering the most advanced and efficient service possible.

SDI courses are designed to promote continuous improvement and to equip delegates with methods to transfer their newly gained knowledge and skills back to the service desk.

Internationally Recognized

Holding a globally recognized, professional SDI qualification will help to develop the career and skills of any IT service employee. It will also demonstrate to customers and the wider business that you are a team of qualified, dedicated and knowledgeable service professionals who are motivated by best practice and delivering the best possible service.

WHY CHOOSE US?

Flexibility

SDI is in a privileged position to be able to offer flexible models of delivery for all of our training courses. There are a number of ways to develop your team and drive your business forward with SDI qualifications and workshops:

Virtual

Attend through an online, interactive virtual classroom, from your PC or laptop, at home or at work - whichever suits your needs best. Engage with the trainer and other delegates throughout the course, from the comfort of your own desk.

Classroom

Learn in a group classroom setting, meeting other delegates and trainers in person. This also provides the opportunity to network and absorb real-life experiences, lessons and tips from other service desk professionals.

These training courses are held at various modern venues in different locations throughout the year.

In-house

Bring the experts to you and train your team at your workplace! Minimize time spent away from the service.

E-learn at your own pace

SDI's Service Desk Analyst course is now available as a self-paced online e-learning course. Study and sit your exam in your own time on your PC, laptop, tablet or mobile.

The course will be available to you for 12 months, providing 24/7 access to your online modules and learning materials.

Personalized Training Plan

Focus on the exact needs of your team, service and business by choosing a tailor-made training plan for your organization. SDI can create a bespoke training programme tailored to your unique goals to develop your team with the skills and knowledge required to deliver service excellence to your customers.

Who better to train and develop your team with than the organization that sets the bar and the criteria for becoming a Certified World Class Service?

COURSES
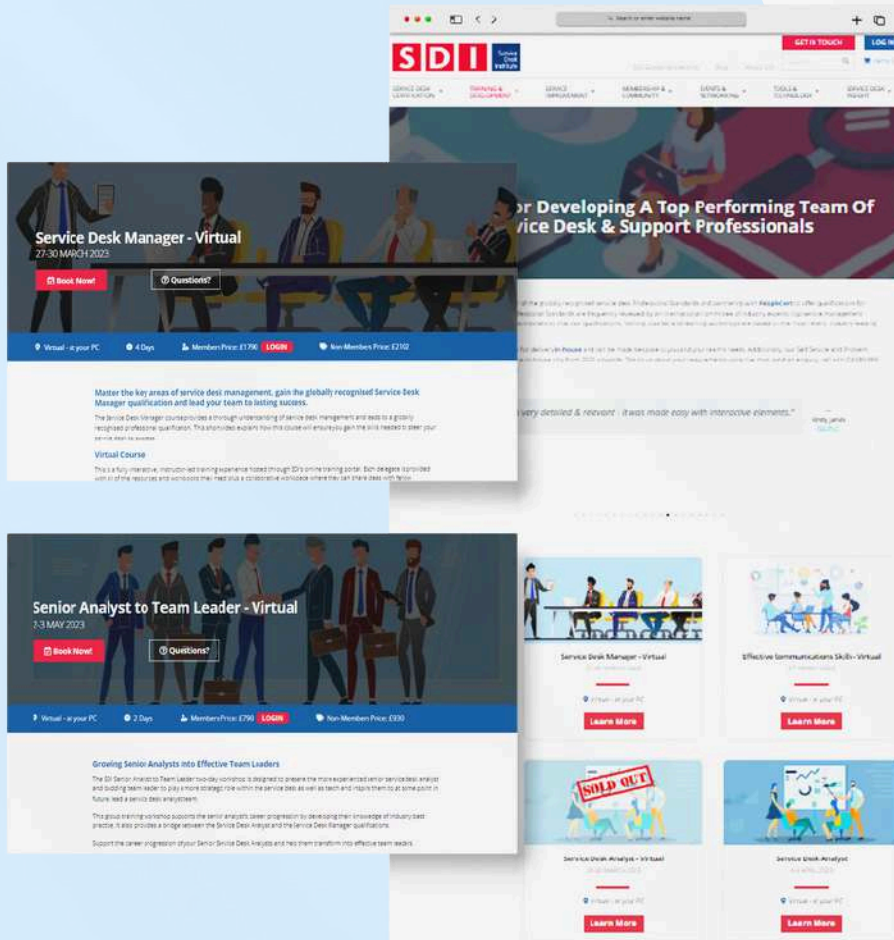
Visit the SDI website to stay up to date with all the courses we offer and to book!

Servicedeskinstitute.com/training-development

On the next pages you will find our most popular training courses we deliver each year. However, as industry thought leaders and experts in all things ITSM, we are also able to run additional courses and workshops which we develop to inspire and support service desks in their continual improvement journeys.

These workshops are designed with current industry topics, trends, problems and solutions in mind.

SERVICE DESK ANALYST (SDA)

📅 3 DAYS EXAM

📍 **Virtual:** £1,396 Classroom: £1,638 (NON-MEMBERS)
Virtual: £1,190 Classroom: £1,396 (MEMBERS)

This course equips you with the skills and knowledge essential for delivering excellent levels of customer service and support.

Covering three days of learning, plus an exam at the end of the course, analysts will fully explore the modules covered in SDI's professional standard for Service Desk Analysts.

Who is it for?

The SDA qualification course is for front-line IT service and support analysts with some experience in a first line or second line service desk environment. This course is perfect for analysts looking to grow in their role and gain a recognized qualification in their profession.

This course will help them to develop practical skills whilst earning a certificate that endorses their commitment and knowledge.

SERVICE DESK ANALYST TO TEAM LEADER (SATL)

📅 2 DAYS

📍 **Virtual:** £930   **Classroom:** £1,094 (NON-MEMBERS)
Virtual: £790   **Classroom:** £930 (MEMBERS)

Advance your skills as an experienced service desk analyst and develop your career options.

This unique two day programme is designed to develop experienced service desk analysts, in accordance with industry best practice, preparing them to play a more strategic role within the service desk in order to progress to the next level.

Who is it for?

This course is for IT service and support analysts who work in a service desk environment.

It's ideal for analysts looking to grow in their role and motivate staff to see their potential to progress and gain further insight into what it takes to be a leader in the service industry.

SERVICE DESK MANAGER (SDM)

📅 4 DAYS EXAM
Virtual: £2,102 **Classroom:** £2,469 (<u>NON-MEMBERS</u>)
Virtual: £1,790 **Classroom:** £2,102 (<u>MEMBERS</u>)

This course contains everything that is essential to core roles and responsibilities of a successful Service Desk Manager.

Who is it for?

This four day course is designed for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk management best practice and how to run an effective support operation.

ITIL4® FOUNDATION COURSE

📅 2 DAYS EXAM
Virtual: £1031 **Classroom:** £1208 (<u>NON-MEMBERS</u>)
Virtual: £880 **Classroom:** £1031 (<u>MEMBERS</u>)

This ITIL4® Foundation course provides comprehensive first-level training for anyone involved in the provision, support, or delivery of IT-enabled services in a modern digital organization.

Who is it for?

This course is best suited to any IT professional, anyone involved in managing business relationships and customers/users involved in the provision or consumption of IT services.

If you have an existing ITIL3 Foundation qualification and wish to enhance your existing knowledge, attending the ITIL4® Foundation course is the best way to keep your skills and learning current and gain exposure to new ways of working.

SDI Service Desk Institute

WORKSHOPS

Visit the SDI website to stay up to date with all the workshops we offer and to book!

Servicedeskinstitute.com/training-development

METRICS AND REPORTING

📅 1 DAY

📍 **Virtual:** £605   **Classroom:** £712 (<u>NON-MEMBERS</u>)
Virtual: £514   **Classroom:** £605 (<u>MEMBERS</u>)

This one day workshop is based on the latest best practice for management information and metrics reporting to reveal the key things to measure and how to efficiently report on and utilize results.

Who is it for?

This workshop is for managers, team leaders or individuals responsible for reporting on service desk and support operational effectiveness and performance.

It will also benefit those considering the Service Desk Certification programme.

PROACTIVE PROBLEM MANAGEMENT

📅 1 DAY

📍 **Available In-House Only** (<u>NON-MEMBERS</u>)
Available In-House Only (<u>MEMBERS</u>)

Proactive problem management identifies, resolves, and prevents potential issues before they cause service-impacting incidents.

This approach differs from reactive problem management by recognizing patterns of events that suggest an underlying problem, identifying opportunities to prevent future problems and identifying the root cause of a problem upon its first occurrence.

Who is it for?

ITSM professionals either looking to get started with problem management or looking to improve their existing efforts.

MANAGING THE CUSTOMER EXPERIENCE

📅 1 DAY
Virtual: £605   **Classroom:** £712 (NON-MEMBERS)
📍 **Virtual:** £514   **Classroom:** £605 (MEMBERS)

Drive continual improvement and embed a truly customer-centric approach to delivering support within your organization with this highly sought-after workshop.

Who is it for?

Managers, team leaders or individuals involved in or responsible for managing the customer experience and driving service improvement. It will also be of benefit to anyone considering or undertaking Service Desk Certification (SOC) accreditation.

MAXIMISING SELF-SERVICE ADOPTION

📅 1 DAY
Available In-House Only (NON-MEMBERS)
📍 **Available In-House Only** (MEMBERS)

A one day workshop focusing on maximizing the adoption of customer self-service with an emphasis on improving the customer experience.

Who is it for?

Suitable for senior analysts, managers, team leaders or individuals responsible for the customer experience, increasing efficiencies, new technologies or improving return on investment.

EFFECTIVE COMMUNICATION SKILLS

📅 1 DAY

Virtual: £605 **Classroom:** £712 (NON-MEMBERS)

📍 **Virtual:** £514 **Classroom:** £605 (MEMBERS)

This course aims to improve all types of communication with colleagues and customers.

Adapting our style to achieve a positive outcome, building relationships on the Service Desk and with your customers and delivering an excellent customer experience at every contact.

Who is it for?

Anyone on the Service Desk who has contact with internal or external customers. It suits new analysts and experienced analysts alike as we can all improve our communication within the workplace.

THE ESSENSE OF EXPERIENCE (XLAS)

📅 1 DAY

Virtual: £450 **Classroom:** £530 (NON-MEMBERS)

📍 **Virtual**: £382 **Classroom:** £450 (MEMBERS)

This course enables attendees to engage with expert instructors to discover the Art & Science of experience and how XLAs are changing the way we design and manage technology.

This 1–day course introduces & explores Experience Level Agreements (XLAs). The lessons include use of interactive studies and exercises to nail down the concept of the XLA, setting learners on a solid path beyond ITIL, SLAs, and KPIs, into a new perspective of XLAs and performance outcomes.

Who is it for?

This course suits all professionals and organizations looking to improve their customer and employee experience. It's likely that attendees will have already heard of XLAs, however, this course will serve to provide practical guidance and application of XLAs, improving on the traditional Service Level Agreement (SLA).

HOW TO BOOK?

ONLINE

All of our courses are available to book online. Just add the courses you'd like to attend to your cart and proceed to the online checkout. You can pay via credit/debit card, direct bank transfer or invoice.

Servicedeskinstitute.com/training-development

CALL

Call us on **+44 (0) 1689 889100** and speak to one of our friendly advisors. Ask us any questions you may have about the courses and find out which will benefit you/your team most.

EMAIL

Email **hello@sdi-e.com** mentioning the courses you are interested in or would like to book. Book for yourself, for colleagues or the whole team.

Please remember places on all courses are limited, so book early to avoid disappointment! SDI members receive great discounts on all of our training qualifications and workshops.

"Anyone who manages a Service Desk, or is looking to move into the management should take the course. Having been a manager for quite a few years there was still a lot to learn. It gives confidence to make a positive change and help the team to achieve. It will give you the knowledge to find out how the service desk is performing in the business, inspire to make changes and building upon the foundations that have already been set, and confidence to develop, enhance and better the team as a whole!"
-Andrew Jackson, Fitch Ratings

"So engaging and motivating, I've come away much more confident. Great course and great trainer!"
- Shannon Malone, Noble Foods Ltd.

"The best training course I have ever been on! Extremely insightful and informative!"
- Gary Wheate, Lanware
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TERMS OF BUSINESS

ALL PRICES SHOWN ARE EXCLUSIVE OF VAT

Bookings

Can be made by e-mail, on-line or telephone and are regarded as provisional bookings until a valid purchase order, a valid BACS transfer, cleared cheque or cleared credit card payment is received by SDI. Once the above criteria have been met the provisional booking will become a confirmed booking and you will be notified by e-mail.

All confirmed bookings must include your account department's address, telephone number and e-mail address. If the contact or delegate details are different from the above, SDI requires the contact's or delegate's address, telephone number and email address.

On completion of the above, a pro-forma invoice will be raised as final confirmation of booking. At this stage, the delegate's place is confirmed and is subject to the following cancellation policy (if applicable).

Cancellations

If there is a need to cancel a confirmed booking, written notification is required by e-mail, or post and will only be confirmed as 'booking cancelled' after SDI has written to confirm. Please note that telephone cancellations will not be accepted. Notification of cancellation is required at least five working days prior to the start of the training course (i.e. if training is on a Wednesday, then notification would be required by close of business on the preceding Tuesday). Cancellations are subject to certain charges (see table below).

Failure to attend a course without prior written notification to SDI will be subject to a 100% non-attendance charge and payment will be required immediately. If payment has already been received by SDI, then no refund will be given.
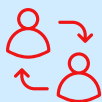
Substitutions

Clients may substitute the original delegate with another person at no extra charge. Written notification is required at least two working days prior to the start of the training course by either e-mail, fax or post and will only be confirmed as a 'transferred substitution' after SDI has written to confirm. Please note that telephone notifications will not be accepted.

Transfers

You may change the date of a booked training course only once; however, transfers are subject to certain charges (see below table). If that transfer is cancelled or changed again, then the full training course fee is payable.

Written notification at least two working days prior to the start of the training course is required to transfer a delegate and must be in writing by either e-mail, or post and will only be confirmed as 'training course booking transferred' after SDI has written to confirm. Please note that telephone notifications will not be accepted.

TERMS OF BUSINESS

Payment

All training course fees must be paid in full prior to attendance of the training course unless mutually agreed in advance. If payment has not been received or your payment has not cleared SDI's bank (if paid by cheque) you will not be entitled to attend the training course unless agreed by SDI. In the event that you have elected to pay by BACS, proof of payment will be required from your bank prior to attendance.

The training discount is only applicable if an organization is a fully paid member of the Service Desk Institute at the time of the training.If the organization is not a fully paid member of the Service Desk Institute at the time of training, then the non-member price for the training will be charged.

Overseas Delegates

All overseas delegates attending an SDI training course who reside outside of the UK will be required to pay for their training course in advance.

Course Cancellation

SDI reserves the right to amend training content, tutor, venue, time, date, published price or to cancel or postpone a training course. in addition to changing from an in-person course to a virtual training course. Any changes will be advised before the training course start date.

Special requirements and dietary requirements (for in-person delegates)

Special requirements and dietary requirements can be met and arrangements for personal religious worship or disabled delegates can be easily made. Simply state your requirements at the time of booking and we will make all the necessary preparations prior to training.

Transfer and Cancellation Charges

A percentage of the full training course fee is payable for transfers and cancellations in accordance with the schedule below. The number of days' notice required to 'transfer' or 'cancel' a training course is as follows:

Days notice required	Transfer fee	Cancellation fees
61 + days	No charge	No charge
31-60 days	5%	15%
15-30 days	20%	50%
2-14 days	50%	100%
failure to notify within 2 working days	100%	100%
Failure to attend transfer fee	100%	100%

SDI | Service Desk Institute

WORLD CLASS
SERVICE DESK

TRAINING &
DEVELOPMENT

The Service Desk Institute (SDI)

"I would highly recommend it!"
""I remember and take advantage of the
training every day!"
- Andy Cronin, New Bridge Group

hello@sdi-e.com

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